Cloud Voice Service

Cisco Unified IP Phone 9971 User Guide

(Version 1.0)

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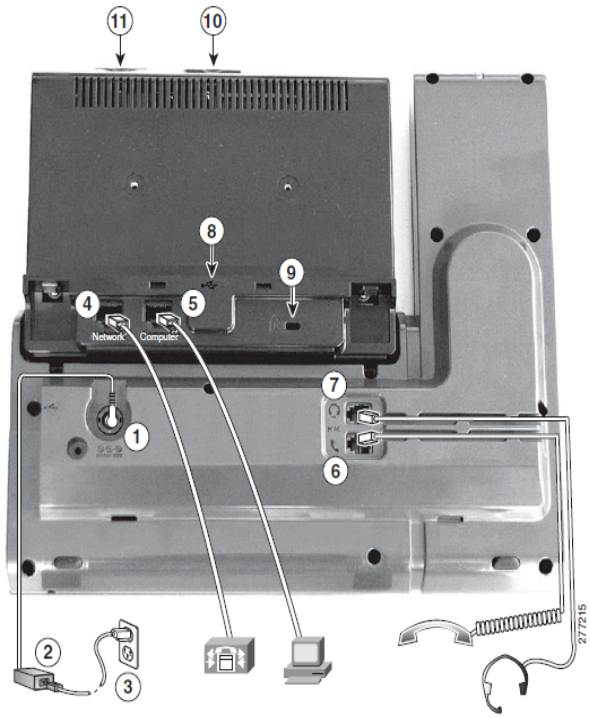
Wharf T&T Cloud Voice Service is an advanced, state-of-the art unified communications service which consists of full-featured IP telephony and performs all the functions of a traditional telephone with the added advantages of Mobility Apps, SIM-Ring Mobility, Extension Mobility, Presence Communicator and Cloud Communicator (softphone). It helps to enhance the operational efficiency of your business and assures that your colleagues can always stay in touch with your business partners anytime, anywhere.

IP Phone 9971 is an advanced professional media endpoint that delivers an enhanced user experience with an easy-to-use and eco-friendly ergonomic design. Highlights of the IP Phone 9971 include a higher-resolution, fully backlit (VGA) color display, a USB port for peripherals, Gigabit Ethernet network and pc switch ports, and High-definition (HD) voice support, enabling a more productive user experience for multimedia application engagement.

1 Phone Set Features and Functions

1.1 Operation for IP Phone 9971

Item	Description
1	DC adaptor port (DC48V).
2	AC-to-DC power supply.
3	AC power wall plug.
4	Network port (10/100/1000 SW) with IEEE 802.3af and 802.3at power enabled.
5	Computer port (10/100/1000 PC) connection
6	Headset connection (optional).
7	Analog headset connection
8	USB port
9	Anti-theft security lock connector
10	Camera pin holes (for Cisco Unified Video Camera)
11	Secure Digital I/O (SDIO) slot (not used for this release)



Note: IP Phone 9971 cannot function properly when there is a failure in power supply.

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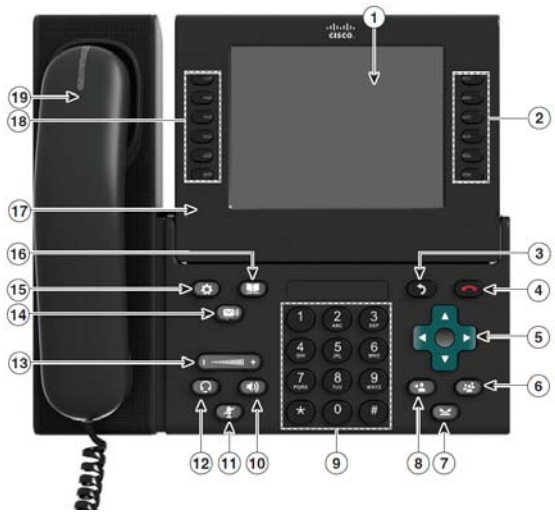
1.2 Location of Control



	Item	Description
1	Phone screen	Shows information about your phone, including directory number, call information (for example caller ID, icons for an active call or call on hold) and available softkeys. Phone screen items, such as menu options and softkeys, are touch-sensitive.
2	Session buttons	Each corresponds with an active call or a call function. Pressing the button takes the default action: • Active calls—Pressing the button takes the default action for an active call. For example, pressing the session button for a ringing call answers the call and pressing the button on a held call resumes the call. Session information, such as caller ID and call duration, appears on the phone screen next to the session button. • Call functions—When a session button is not being used for an active call, it can be used to initiate functions on the phone, as indicated by the adjacent phone screen icons. For example, pressing the session button can display missed calls, take the phone off hook, or dial your voice-messaging system (with a Voicemail icon). Color LEDs reflect the call status . LEDs can *flash* (blink on and off rapidly), *pulse* (alternately dim and brighten), or appear *solid* (glow without interruption). • Flashing amber —Ringing call. Pressing this button answers the call. • Solid green — Can be a connected call or an outgoing call that is not yet connected. If the call is connected, pressing this button displays the call details or the participants of a conference call. If the call is not yet connected, pressing this button ends the call. • Pulsing green —Held call. Pressing this button resumes the held call.

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		• Solid red —Shared line in-use remotely. Pressing this button allows you to barge in on the call (if Barge is enabled). • Pulsing red —Shared line call put on hold remotely. Pressing this button resumes the held call. (The positions of the session buttons and feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.)
3	Back button	Returns to the previous screen or menu.
4	Release button	Ends a connected call or session.
5	Navigation pad and Select button	The four-way Navigation pad allows you to scroll through the menus, highlight items, and move within a text input field. The Select button (center of the Navigation pad) allows you to select a highlighted item. The Select button is lit (white) when the phone is in power-save mode.
6	Conference button	Creates a conference call.
7	Hold button	Places a connected call on hold.
8	Transfer button	Transfers a call.
9	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
10	Speakerphone button	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green. The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset). If external speakers are connected, the Speakerphone button selects them as the default audio path.
11	Mute button	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.
12	Headset button	Selects the headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green. A headset icon in the phone screen header line indicates the headset is the default audio path. This audio path does not change until a new default audio path is selected (for example, by picking up the handset).
13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook). Silences the ringer on the phone if an incoming call is ringing.
14	Messages button	Dials to retrieve your Voicemail messages.
15	Applications button	Opens/closes the Applications menu. Depending on how your system administrator sets up the phone, use it to access applications such as call history, preferences, and phone information.
16	Contacts button	Opens/closes the Contacts menu. Depending on how your system administrator sets up the phone, use it to access personal directory,

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		corporate directory, or call history.
17	Phone display	Can be positioned to your preferred viewing angle.
18	Programmable feature buttons (also called feature buttons)	Each corresponds with a phone line, speed dial, and calling feature. Pressing a button for a phone line displays the active calls for that line. If you have multiple lines, you may have an All Calls button that displays a consolidated list of all calls from all lines (oldest at the top). Then it is recommended that you keep your phone in the All Calls view. Color LEDs indicate the line status : • Amber —Ringing call on this line • Green —Active or held call on this line • Red —Shared line in-use remotely (The positions of the session buttons and feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.)
19	Handset light strip	The handset light strip lights up to indicate a ringing call (flashing red) or a new voice message (steady red).

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2 Preference Setup

2.1 Adjust Brightness

As the IP Phone display may be affected by the lighting of the office, you can adjust the brightness accordingly.

1. Press the **Applications** button
2. Select **Preferences**. (Use the **Navigation bar** and **Select** button to scroll and select.)
3. Select **Brightness**.
   - To increase brightness, press the right arrow on the **Navigation bar**
   - To decrease brightness, press the left arrow on the **Navigation bar**
4. Press the **Save** softkey to confirm the brightness level, or just press the **Cancel** softkey to exit without changing the setting.

2.2 Adjust Ringer Volume and Ringtone

You can also change the volume or ringing tone to suit your business environment by the of following procedures.

2.2.1 Change Volume:

1. Press the **Volume** button to adjust the loudness of the ringtone.

2.2.2 Change Ringtone:

1. Press the **Applications** button
2. Select **Preferences**. (Use the **Navigation bar** and **Select** button to scroll and select.)
3. Select Ringtone and different types of ringing tone are displayed.
4. Press the **Play** softkey to play a sample.
5. Press the **Set** softkey to select the ringtone.
6. Press the **Apply** softkey to confirm your selection, or press the **Cancel** softkey to go back to the Ringtone screen.

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2.3 Change the Wallpaper

There are some standard IP phone wallpaper background templates prepared by Wharf T&T. You can easily change it accordingly.

1. Press the **Applications** button
2. Select **Preferences**. (Use the **Navigation pad** and **Select** button to scroll and select.)
3. Select **Wallpaper** and different wallpapers are displayed . Select the wallpaper you preferred.
4. Press the **Preview** softkey to preview the wallpaper.
5. Press the **Set** softkey to apply the wallpaper to your IP phone.

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3 Basic Features

3.1 Placing a Call

There are 4 options for placing a new call:

1. When using the handset, lift the handset and dial a number.
2. To make a new call on the current line, press the **NewCall** softkey and dial the number.
3. To dial with the phone on hook, from the main screen, perform either of these actions:
   - Dial the number and lift handset or press the **Dial** softkey. The phone will not produce a dial tone until after you lift the handset or press the **Dial** softkey.
   - Press the **NewCall** softkey and dial the number.
4. To dial the last dialed number, press the **Redial** softkey.

3.2 Answering a Call

There are 3 options for answering a call:

1. Lift the handset.
2. Press **the Answer** softkey.
3. Press the **Speakerphone** button

3.3 Ending a Call

There are 3 options for answering a call:

1. Hang up the handset.
2. Press **EndCall** softkey.
3. Press the **Speakerphone** button , when using hand-free conversation mode.

3.4 Muting a Call

1. Press the **Mute** button.
2. To disengage mute, press **Mute** again.

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Note: If you are using mute along with the speakerphone, lifting the handset will disengage mute function.

4 Call Management Features

4.1 Putting a Call on Hold

During the call conversation, you can put the other call party temporarily on-hold.

1. To put a call on hold,
   - Press the **Hold** button .
   - The Hold icon will be displayed and the Line button will be pulsed to green color.
2. To resume the highlighted call, you can
   - Press the **Resume** softkey.

4.2 Using Call Waiting

If you are enabled with call waiting for your phone and you are on a call, you will hear a call waiting tone and the caller ID information will be shown on the phone's LCD screen if a new call comes in when you are on the phone.

1. To answer the new call, press the **Answer** softkey. When you do so, the original call will be put on hold.
2. To return to the original call, press the **Hold** button
3. If the second call is still active, the call will be put on hold when you return to the original call.
4. You can continue to use the **Hold** button to switch between the calls.

4.3 Transferring a Call to another Party

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During the call conversation (not 'On-hold' mode), if you wish to transfer your call conversation to another party, you can:

1. Press the **Transfer** button
2. Enter a 8-digit local number / a 4-digit extension number of the recipient.
3. Press the **Transfer** button again or the **Transfer** softkey.

Note: If you wish to transfer the call to an external party, please remember to add "9" before the 8-digit telephone number.

4.4 Redialing the Last Number Dialed

To redial the most recently dialed number, press the **Redial** soft key.If you have not lifted up the handset, it will be in speakerphone mode and automatically activate the speaker.

4.5 Forwarding Calls to another Phone

4.5.1 Setting up Call Forwarding from your IP Phone

1. Press the **Forward All** softkey. You will hear two beeps.
2. Enter the destination number to which you want to forward all of your calls, as if you were placing a call to that number.
3. To cancel all call forwarding, press the **Forward Off** softkey.

Note: If you wish to forward the call to external partner, please remember to add "9" before the 8-digit telephone number

*Tips: To forward all incoming calls to your voicemail, just simply press **Forward All** and **Message** button.*

4.5.2 Setting up Call Forwarding from your Mobile

1. Dial **2112 1113** to access Remote Call Forwarding hotline.
2. Follow the voice prompts and select the language by pressing '1' for Cantonese / '2' for English.
3. Enter your Cloud Voice Number and Cloud Voice Password accordingly.
4. Enter the destination of number to which you want to forward all of your calls (e.g. your mobile).

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5. To cancel call forwarding, please dial **2112 1113** to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice Number
For security reason, please change your Cloud Voice Password regularly by login to Cloud Voice User Portal accordingly.

4.5.3 Setting Up Call Forwarding via Internet

1. www.wharftt.com/cloudvoice.
2. Click **Cloud Voice User Portal**
3. Enter your Cloud Voice number and Cloud Voice Password to log onto Cloud Voice User Portal.
4. Click **Call Management** to activate the Call Forwarding function.
5. Enter the destination of number to which you want to forward all of your calls (e.g. your mobile).
6. To cancel call forwarding, please log onto **Cloud Voice User Portal** again to deactivate the call forwarding accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice Number

4.6 Placing a Conference Call

During the call conversation, you can invite more business partners to join the conversation by means of N-way Conference Call.

1. During an active call conversation, press the **Conference** button
2. Enter 8-digit local number / 4-digit extension number of the other invited party.
3. Press the **Call** softkey and wait for the invited party to answer.
4. Press the **Conference** button again or the **Conference** softkey.
5. The conference call with 3 parties will be begun.
6. Repeat these steps to add more parties, if desired.

Note: If you wish to make a conference with external partner, please remember to add "9" before the 8-digit telephone number

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*Tips: To view and remove conference participants, you can press **Show Details** button and press **Remove** button to remove a conference participant.*

4.7 Call Pickup

4.7.1 Call Pickup within your Group

When the phone of your pickup group member rings, you can use your own phone to pick up and answer the call directly.

1. Press the **PickUp** button to transfer a ringing call within your pickup group to your phone.
2. When your phone rings, press the **Answer** softkey to pick up and connect to the call.

4.7.2 Directed Call Pickup (Specific Group Member)

1. Press **Group Pickup** button.
2. Enter the extension number of the phone line with the call that you want to pick up.
   (For example, if the call is ringing on line extension number '1234', please enter '1234'.)
3. When your phone rings, press the **Answer** softkey to pick up and connect to the call.

4.8 SIM-Ring Mobility

The simultaneous ringing features allow you to bring any incoming call to your Cloud Voice number to both your desk IP phone and mobile.

4.8.1 Enable/ Disable SIM-Ring Mobility

1. Press the **Mobility** button to display the current status (**Enable Mobile Connect/ Disable Mobile Connect**)
2. Press **Select** softkey to toggle the status.
3. Press the **Exit** softkey once you confirm the SIM-Ring Mobility status.

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Note:

1. *Please remember to submit your mobile phone number to Wharf T&T before you can enjoy SIM-Ring Mobility.*
2. *If the call is not answered in desk IP Phone and you have Enable Mobile Connect, the incoming call will be diverted to your mobile phone after 4 seconds.*

4.8.2 Switching Call Conversation to Mobile

When you are using IP Phone for call conversation with your business partner and wish to leave from your desk, you can continue the call conversation by using switching call to mobile.

1. During the call conversation via IP Phone, press the **Mobility** button.
2. Select **Send call to Mobile Phone.**
3. The call will be in 'On-hold' status and transferred to your mobile within a few seconds.
4. Please answer the call in your mobile and you can continue the call conversation via your mobile.

4.8.3 Switching Call Conversation from Mobile back to IP Phone

Similarly, if the call received by your mobile via SIM-Ring Mobility and back to your desk, you can continue the call conversation by using switching call to your IP Phone.

1. During the call conversation via mobile, hang up the call on your mobile phone to disconnect the call via mobile phone (it will terminate the call).
2. The call will be in Hold status.
3. Within a few seconds, **Resume** softkey will be displayed in your IP phone.
4. Press the **Resume** softkey on your IP phone.
5. The call will be transferred to IP phone and you can continue the call conversation.

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5 VoiceMail Service

5.1 Activating VoiceMail

5.1.1 Activating VoiceMail on your IP Phone

1. Press the **Message** button on your IP Phone.
2. Enter your VoiceMail PIN followed by "#".
3. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

5.1.2 Remote Activation of VoiceMail

1. Dial the access number **2112-1234**. [Please dial **(852) 2112-1234** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese or '2' for English.
3. Enter your User ID (your Cloud Voice Number) followed by "#"
4. Enter your VoiceMail PIN followed by "#"
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

5.2 Accessing VoiceMail

1. The red light on your Handset will light up when you have a voicemail message.
2. To access the voice messaging system, press the **Message** button and follow the voice instructions.

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5.3 Remote Access to VoiceMail

1. Dial the access number **2112-1234**. [Please dial **(852) 2112-1234** when you are accessing VoiceMail service from oversea.]
2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese / '2' for English.
3. Enter your User ID (your Cloud Voice Number) followed by "#"
4. Enter your VoiceMail PIN followed by "#"
5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

5.4 Retrieval of VoiceMail via Outlook 2000

1. Open your Microsoft Outlook
2. Click **Tools**
3. Select **Accounts**
4. Click **New**
5. Select **Microsoft Exchange, POP3, IMAP, or HTTP** and click **Next**
6. Enter Account Information * and click **Next**
7. Select **Internet E-mail** and click **Next**
8. **Enter** Server Information ** and click **Next**
9. Click **Finish**

* *When entering the Account Information, please input the following*

- *Your Name:* *Name wish to be displayed in email*
- *E-mail Address:* *3xxxxxxx@vm.wtt-cloudvoice.com; '3xxxxxxx' is your Cloud Voice Number*
- *Username:* *Your Cloud Voice Number (eg 3xxxxxxx)*
- *Password:* *Your Cloud Voice Password*

** When entering Server Information, please input the following

- *Account Type:* *IMAP*
- *Incoming mail server: imap.wtt-cloudvoice.com;*
- *Outgoing mail server: smtp.wtt-cloudvoice.com*

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

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5.5 Visual VoiceMail

By using Visual VoiceMail service, your voicemail messages will be displayed in your IP phone so that you can prioritize which messages to listen first.

1. Press and select **Visual Voicemail**.
2. Enter your VoiceMail PIN for your voicemail account.
   (Toggle on **Remember Me** to keep you sign-in status)
3. Press the **Sign In** softkey.
4. The VoiceMail will be displayed accordingly.

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6 Using Phone Log

If your phone display indicates that you have missed calls, you can use the Missed Call option on the Directory menu to view your call history and to call back the person that you have missed. You can also view call history and place calls from the Received Calls and Placed Calls directories.

6.1 Viewing and Dialing from the Phone Log

1. Press the **Applications** button
2. Select **Call History**. (Use the **Navigation bar** and **Select** button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. From the Call History list, select the call you want to dial and do one of the following:
   - Press the **Call** softkey.
   - Press the line key.
   - Pick up the handset.
   - Press the **Speakerphone** or **Headset** button.

6.2 Deleting Call Record from Phone Log

1. Press the **Applications** button
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Select the call you want to delete.
5. Press the **Del Call** softkey (you may need to press the **more** softkey first).
6. Press the **Delete** softkey to delete the call, or press the **Cancel** softkey to go back to the Call History screen.

*Note: For dialing Missed call from external parties, you should press **More** and **EditDial** to add "9" to the contact number*

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7 Extension Mobility

The Extension Mobility feature allows you to associate your phone number and user profile with any IP Phone. When you use your IP Phone Personal Identification number (PIN) to login to an IP Phone, your assigned telephone number, and the settings that you have established will be associated with that phone.

Extension Mobility is useful particularly for those who do not routinely conduct business in the same office. However, you can only login one phone at a time. If you want to use another phone, you must logout of the first phone.

7.1 Login

1. Press the **Applications** button
2. Select **Extension Mobility**.
3. Enter your user ID (your Cloud Voice Number) and IP Phone PIN.
4. You can use the IP Phone from now on.

Note: Starter IP Phone PIN is your Cloud Voice Number. For security reason, please change your IP Phone PIN regularly.

7.2 Logout

1. To sign out, press the **Applications** button
2. Select **Extension Mobility**.
3. When prompted to sign out, press the **Yes** softkey.

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8 Password Management

8.1 Change the Cloud Voice Password

1. Visit **Wharf T&T Cloud Voice User Portal** at http://www.wharftt.com/cloudvoice
2. Enter your **Cloud Voice Number** and **Password**
3. Click **Login**
4. Click **Password Management**
5. Enter **Existing Password**
6. Enter **New Password**
7. Re-enter **New Password**
8. Click **Submit**

Note:

i. Starter Cloud Voice Password is your Cloud Voice Number.

ii. New Cloud Voice Password will be applied to the following services:

- *Cloud Voice User Portal*
- *Presence Communicator Service – Cisco Unified Personal Communicator (Account and VoiceMail Login)*
- *Mobility Apps Services – Cisco Mobile 8.1 (Configuration of VoiceMail, Desk Phone Integration and Corporate Directory)*
- *Retrieval of VoiceMail via Outlook 2000*

8.2 Change the IP Phone PIN

1. Visit **Wharf T&T Cloud Voice User Portal** at http://www.wharftt.com/cloudvoice
2. Enter your **Cloud Voice Number** and **Cloud Voice Password**
3. Click **Login**
4. Click **here** in the foot note of the **Call Management** page
5. Enter your **Cloud Voice Number** and **Cloud Voice Password**
6. Click **Login**
7. Click **User Option** and choose **User Setting**
8. Enter **Current PIN**

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9. Enter **New PIN** and **Confirm PIN**
10. Click **Save**

Note:

i. Starter IP Phone PIN is your Cloud Voice Number

ii. The New IP Phone PIN will be applied to the following services

- *Personal Directory*
- *Extension Mobility*

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